



# NEW HAMPSHIRE PREADMISSION SCREENING & RESIDENT REVIEW

Atrezzo Provider Portal Training- Submitting a PASRR Level I Screen

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# Overview

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1. Introduction
2. Logging In
3. PASRR Level I and Resident Review Screenings/Outcomes
4. PASRR Level II Reviews
5. Viewing/Printing Outcomes
6. Additional Resources





## Kepro's New Hampshire PASRR Website

To initiate the registration process, visit our website at:

<https://NH.Kepro.com>

Facilities only need to be registered one time. The person chosen to register the facility will be the account administrator.

# New Hampshire PASRR Training

## Helpful Hints

- Click on the **person icon** next to your name to change your security question or to log out.
- “Change Context” link is only used if you have access to submit requests under multiple provider groups.

# Homepage Overview

## What to Know?

- When you log in, you will see the Home Page. There are several ways to search for consumers and cases in the Provider Portal. You will most commonly want to use the **CREATE CASE** tab when creating a new request.
- You will also want to review the status of your submitted cases, which can be done from the home page or by searching the **CONSUMERS** or **CASES** tabs.

Kepro Temporary NE Provider

Contract: Nebraska (Change Context)

Search for Case # or Program # SEARCH

Temporary NE Provider

HOME CASES **CREATE CASE** CONSUMERS SETUP MESSAGE CENTER REPORTS Help

HOME 0 NEW MESSAGES Go to Message Center WORK-IN-PROGRESS 0 NOT SUBMITTED 6 SUBMITTED 28

Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
NE PASRR	PASRR	TEMP001962020120100000	December First	12/01/2020	12/1/2020 4:43:24 PM
NE PASRR	PASRR	TEMP001962020110400000	Wayne Bolton	12/03/1978	11/17/2020 12:22:39 PM
NE PASRR	PASRR	TEMP001962020110400000	Wayne Bolton	12/03/1978	11/16/2020 1:08:30 PM
NE PASRR	PASRR	TEMP001962020110400000	Wayne Bolton	12/03/1978	11/16/2020 11:25:58 AM
NE PASRR	PASRR	TEMP001962020110400000	Wayne Bolton	12/03/1978	11/16/2020 10:57:30 AM
NE PASRR	PASRR	TEMP001962020110400000	Wayne Bolton	12/03/1978	11/16/2020 8:41:56 AM

Displaying records 1 to 6 of 6 records

Previous 1 Next Show 10 Entries

Search all Cases

Create a new Case (Level I or Resident Review Screen)

Search all Consumers for your Facility

Manage users (Administrators)

Messages from Kepro about submitted cases

**REPORTS** Coming soon to all Admins! Run reports for your facility

**Help** Training materials & other resources



## New Hampshire PASRR Training

# Create Case – Search Consumer

### What to Know?

- To add a new case in order to complete a Level I screening, click **CREATE CASE** from the top navigation pane. Case Type is always Assessment.
- Search for the consumer using last name and date of birth.
- If the correct consumer match is found, you can click on the button left of **SELECT MEMBER** and click **NEXT** to proceed with the case.
- If a consumer match is not found, you will be able to add the consumer to the system by clicking on **+ADD TEMPORARY CONSUMER**.

### Helpful Hints

- Enter the full last name when you search.
- If you do not find the person in your facility account, you will add them to the system.

Temporary NE Provider

Search for Case # or Program #

SEARCH

Temporary NE Provider

HOME CASES **CREATE CASE** CONSUMERS SETUP MESSAGE CENTER REPORTS Help

CREATE CASE / SELECT CASE TYPE

NEW CASE REQUEST EXPAND ALL

✓ CASE TYPE Assessment

CASE TYPE \*

Assessment

Consumer Information

SEARCH CONSUMER

CONSUMER ID

LAST NAME \* Olsen

DATE OF BIRTH \* 12/01/2020

SEARCH

## Create Case – Add Consumer

+ ADD TEMPORARY CONSUMER

SELECT MEMBER	NAME	DATE OF BIRTH	CONSUMER ID	CONTRACT	CASE COUNT
No records found.					

Unable to find the consumer you are looking for?  
Please refine search to continue.

### What to Know?

- After you click on **+ADD TEMPORARY CONSUMER**, add all required fields.
- Contract and Plan dropdowns will always be **NHPASRR and NH LOC**
- **Complete** consumer information for all required fields

### CONTRACT INFORMATION

CONTRACT \*

NH PASRR and NH LOC

PLAN \*

NH PASRR and NH LOC

## New Hampshire PASRR Training

### Helpful Hints

- Selecting “**Use Facility Address**” will populate the address information to match your facility.
- Once you add a **Consumer**, you will be able to find them for future requests.
- All fields with a red asterisk are required.

## Create Case – Add New Consumer

### What to Know?

- The contact address that you enter will print on the Level I form so feel free to use the current location (your facility address) by clicking the box next to **Use Facility Address** or enter in a mailing address for the person.
- You must add a third identifier for example **MID, SSN, MEDICARE, OTHER ID**
- When finished, click on **Next** to load information and then click on **Create Case**

### CONTACT INFORMATION

USE FACILITY ADDRESS

ADDRESS LINE 1 *	ADDRESS LINE 2	CITY *	COUNTRY *
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select One ▾
STATE/PROVINCE *	COUNTY *	POSTAL CODE *	PHONE NUMBER
Select One ▾	Select One ▾	<input type="text"/>	<input type="text"/>

### OTHER INFORMATION

SSN (XXX-XX-XXXX)	SELF PAY	PRIVATE INSURANCE	MEDICAID ID/SUBSCRIBER ID	MEDICARE HICN
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MEDICARE MBI	OTHER ID			
<input type="text"/>	<input type="text"/>			

[← CANCEL](#)

[NEXT >](#)

# New Hampshire PASRR Training

## Helpful Hints

- The sections that are complete will show a green check mark and the section in progress will show a yellow check mark.
- Your updates in each section are auto-saved as you move through the case.

# Create Case – Enter Case Details

## What to Know?

- Once you have created a case, you must complete required sections in order to submit for an outcome. Level I Required Sections:
  - Request Details (See Next Slide)
  - Questionnaires (See Next Slide)
- To open the sections, click the **down arrow** on the right side of the section row and begin.
- Once all required sections are completed, click **Submit**.

The image displays two screenshots of the Kepro web application interface for creating a case. The top screenshot shows the 'CREATE CASE / CASEID' page with a table of case details and a list of sections to be completed. The bottom screenshot shows the same page with a red box around the 'CONSUMER NAME' field and a red box around the 'SUBMIT' button, indicating the next steps in the process.

CONSUMER NAME	DATE OF BIRTH	MEMBER ID	CASE TYPE
December First	12/01/2020 (1 Days)	TEMP001962020120200000	PASRR

- Contacts / Legal Representative
- Submitting Provider
- Facility
- Attending Physician
- Request Detail
- Diagnosis
- Documents(0)
- Questionnaires(0 of 0)
- Notes

Buttons: CANCEL CASE, SUBMIT

# New Hampshire PASRR Training

## Helpful Hints

- The questionnaire is auto-saved as you progress through the questions.
- Required questions are marked with an asterisk (\*).
- Review all answers carefully, once you mark as complete, answers cannot be changed.

# Create Case – Request Detail & Questionnaire

## Level I Screen

- In the **REQUEST DETAIL** section, select **PASRR Level I**
- In the **REQUEST TYPE** section, select **PASRR Level I**
- In the **CURRENT LOCATION** section, select **current location**
- In the **QUESTIONNAIRE** section, click on the blue link to complete the assessment:




### PASRR Screening Form

Request Detail PASRR Level 1 ^

\* fields are mandatory

ASSESSMENT TYPE \*  REQUEST TYPE  CURRENT LOCATION

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	NAME	TYPE	QUESTIONNAIRE ID	USER	COMPLETION ON	SCORE	STATUS	
	<a href="#">PASRR Screening Form</a>	Evaluation	7225578	Michelle Kane		0	Not Started	
								

## New Hampshire PASRR Training

### Helpful Hints

- The questionnaire is auto-saved as you progress through the questions.
- Required questions are marked with an asterisk (\*).
- Review all answers carefully, **once you mark as complete, answers cannot be changed.**

# Create Case – Request Detail & Questionnaire

## Level I screening

- Complete each section of the required questionnaire by answering a series of questions and inputting information where needed.
- When finished, click **Mark as Complete**.

<input checked="" type="checkbox"/> SECTION 1. IDENTIFYING INFORMATION	1 . Determination to be faxed to (if different than person submitting this form) <input type="text"/>
<input checked="" type="checkbox"/> SECTION 2. SCREENING FOR MENTAL ILLNESS (MI)	2 . Fax Number (Please do not include dashes. 603-555-5555 should be entered as 6035555555) <input type="text"/>
<input checked="" type="checkbox"/> SECTION 3. SCREENING FOR INTELLECTUAL DISABILITY/ DEVELOPMENTAL DISABILITY (ID/DD)	3 . Marital status <input type="radio"/> Married <input type="radio"/> Divorced <input type="radio"/> Single <input type="radio"/> Widowed
<input checked="" type="checkbox"/> SECTION 4. SCREENING FOR RELATED CONDITION (RC)	4 . Current living situation * <input type="radio"/> Group home <input type="radio"/> Home alone <input type="radio"/> Homeless <input type="radio"/> Home with family <input type="radio"/> Hospital <input type="radio"/> Nursing facility <input type="radio"/> Other
<input checked="" type="checkbox"/> SECTION 5. UNDIAGNOSED CONDITION	5 . Other method of contact, If applicable (email, alternative phone number) <input type="text"/>
<input checked="" type="checkbox"/> SECTION 6. EXEMPTION/EXCLUSION	
<input checked="" type="checkbox"/> SECTION 7. CATEGORICAL DETERMINATIONS	
<input checked="" type="checkbox"/> SECTION 8. LEVEL I SCREENING SUMMARY	

# New Hampshire PASRR Training

## Helpful Hints

- Once the case is submitted, you can still add additional documents, notes and send messages to the Kepro team, this is especially critical if the case requires a Level I review or a Level II evaluation.
- If a Level II is required, Kepro will initiate a new case for you.

# Submit Case & Review Outcomes

## Almost Done

- After completing the electronic Level I questionnaire, you have completed all of the case details. Next, click **Submit** for your results.
- You will be redirected back to the **Case Summary** page with all information submitted with the case as well as the status and outcome of the request.
- You will also be able to view, print letters, and the entire case summary from this screen under the **Letters/Reports** tab.
- **Letters/Reports** tab will have your completed Level I screen form titled "NHPASRR-LvlIScreeningForm" to print for the provider's signature.

● Contacts / Legal Representative

● Submitting Provider Temporary NE Provider / 9999999999 // NE

● Facility

● Attending Physician

● Request Detail PASRR Level 1

● Diagnosis

● Documents(0)

● Questionnaires(1 of 1) PASRR Level I and RR Screening

● Notes

AutoSave

CANCEL CASE

SUBMIT

CASE ID	CASE CONTRACT	SUBMITTED ON	REASON	OUTCOME
203370012	NE PASRR	12/2/2020 4:51:11 PM	Negative Level I PAS	May Be Admitted

Completed

Case Overview Letters/Reports(0) Notes(0) Messages(0)

EXPAND ALL

Case Overview Letters/Reports(2)

File Name	Fax Number
NHPASRR-LvlIScreeningForm-221870007.pdf	



## Positive Level I – Requires Clinical Review

### Level I Clinical Review

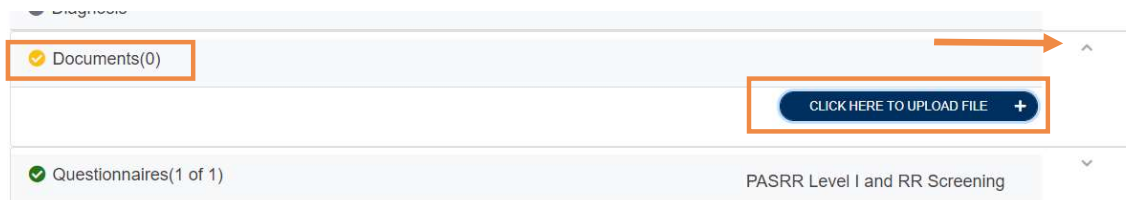
- The Outcome and Reason sections will tell you if the outcome is positive and a Level I Clinical Review is required.
- Make sure to send supporting documentation if the individual has a categorical determination request or if you think a Level II evaluation is required. This will assist us in making the determination quickly and avoid delays in nursing home admissions.
- After obtaining the signatures needed, upload or fax the completed Level I screen form with the needed supporting documents.
- Documents can be uploaded or faxed to us at 844-490-9555.
- The status of the case will remain **“In Review”** until the determination has been made. Once it has been made, the status will change to green and show **Completed**.

	CASE ID	CASE CONTRACT	SUBMITTED ON	REASON	OUTCOME
<b>IN-REVIEW</b>	203370016	NE PASRR	12/2/2020 5:07:48 PM	Positive Level 1 PAS	Level I Clinical Review Required

## Uploading Documents to the Level I Case

### Level I Clinical Review Required

- Go to the Documents section, expand the row by clicking on the down arrow at the right side of the row and then click on **“CLICK HERE TO UPLOAD FILE”**.
- Browse your files for the correct document to upload.
- Choose the file and then click on **Upload**



### Helpful Hints

- Multiple file types are acceptable up to 12 MB
- You can upload as many documents as you would like

### FILE UPLOAD ✕

\* fields are mandatory

SELECT FILE \*

BROWSEMAX FILE SIZE: 12 MB

Acceptable File Types: doc, docx, jpg, jpeg, mdi, pdf, png, tif, tiff, txt, xls, xlsx, xps .

All files uploaded will be encrypted and stored in a secure location in accordance to HIPAA standards, please do not password protect or personally encrypt any files you wish to upload.

Larger files will take longer to upload/download. Please be patient.

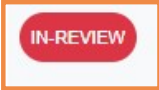
CLOSE

UPLOAD +

## Positive Level I – Requires Level II Evaluation

### Level II Evaluation

- The Outcome and Reason sections and the printable Level I form will tell you if the outcome is positive and if a Level II Evaluation is required.
- We have **7 business days** to complete the Level II Evaluation and Determination.
- Make sure to send all required and supporting documentation. This will assist us in making the determination quickly and avoid delays in nursing home admissions. If missing, you will receive a Pend letter from Kepro detailing what is needed to complete the case. Please note turnaround time does not start until all required documentation is received.
- Documents can be uploaded or faxed to us at 844-490-9555.
- The status of the case will remain **“In Review”** until the determination has been made. Once it has been made, the status will change to green and show **Completed**.

	CASE ID	CASE CONTRACT	SUBMITTED ON	REASON	OUTCOME
	203370013	NE PASRR	12/2/2020 5:03:56 PM	Positive Level 1 PAS	May Not Be Admitted: Level II Required

# Upload Documents to Level I Case or Level II Case

## Level II

- When a Level II is required, Kepro will create a new case for the individual. Required documents can be faxed or uploaded to either the original Level I case or the new Level II case, whichever is preferred.
- Browse your computer files and then click on the document(s) from your computer to upload. Once chosen, click **UPLOAD**. You can attach most types of files, up to 12MB, as shown below.

### Required documents include:

- History and Physical
- Relevant case notes or records of treatment
- Medication administration records (MAR)
- Therapy notes
- Psychiatric or psychological evaluation, if available

### FILE UPLOAD ✕

\* fields are mandatory

SELECT FILE \*

BROWSE...MAX FILE SIZE: 12 MB

Acceptable File Types: pdf, tiff, tif, doc, docx, xls, txt, rtf, gif, jpg, jpeg.

All files uploaded will be encrypted and stored in a secure location in accordance to HIPAA standards, please do not password protect or personally encrypt any files you wish to upload.

CLOSE    **UPLOAD +**

## Level II Cases & Outcomes

### Level II

- It's always a good idea to add a note or send a message to let us know additional details on the case. **Need an expedited review?** Adding it to the note section works as well as a phone call or an email.
- Once the review is completed, the status changes from **"In Review"** to **"Completed"** and you will be able to immediately see the outcome in the **OUTCOME** section and access determinations and notices in the Letters/Reports tab.

Documents(1) ✓

Questionnaires(0 of 0)

Notes ✓

**ADD NEW NOTE**

This individual is independent and does not have a legal representative. Call me directly with questions at 123-456-7890.

Notes cannot be modified or deleted after being saved

ADD NOTE +

**ATREZZO - CASE DASHBOARD**

CONSUMER NAME: Jon Doe | GENDER: Female | DATE OF BIRTH: 06/01/1948 (72 Yrs) | MEMBER ID: TEMP001742020061100000 | CASE TYPE: PASRR | CONSUMER CONTRACT: FL PASRR

CASE ID	CASE CONTRACT	SUBMITTED ON	REASON	OUTCOME
201630004	FL PASRR	6/11/2020 3:42:31 PM		

Case Overview | Letters/Reports(0) | Notes(1) | Messages(0)

# New Hampshire PASRR Training

## Review Case Status & Messages

### Helpful Hints

- For Level I cases that are negative, hospital exemption, or dementia exclusion you will receive an automatic determination.
- For Level I clinical review and Level II cases, you will be able to check the status of Kepro's review by entering the case.

### What to Know?

- Messages from Kepro about the case will be accessible from the **MESSAGE CENTER** on the top navigation pane as well as directly within the **CASE** in the Messages tab.
- You can add additional documents within the **Case Overview** section and add notes within the **Notes** section.

The screenshot shows the Kepro web application interface. At the top, there is a search bar with the text "Search for Case # or Program #". Below the search bar is a navigation bar with several tabs: HOME, CASES, CREATE CASE, CONSUMERS, SETUP, MESSAGE CENTER (highlighted with an orange box and a red notification icon), and REPORTS. Below the navigation bar, there is a summary section with four categories: HOME, 1 NEW MESSAGES (highlighted with an orange box and a link "Go to Message Center"), WORK-IN-PROGRESS (0), NOT SUBMITTED (7), and SUBMITTED (30). Below this summary is a message "Request Saved But Not Submitted". At the bottom, there is a table header with columns: CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, DATE OF BIRTH, and LAST MODIFIED.

# Additional Resources & Support

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## Contact Info

 Toll-free 603-810-1186

 [NHreviews@kepro.com](mailto:NHreviews@kepro.com)

 <http://nh.kepro.com>

